

CITY OF MILWAUKIE

CLASSIFICATION: IT BUSINESS SYSTEMS ANALYST

Department: Finance/Information Technology

FLSA Status: Non-Exempt

Pay Grade: 65

Union Representation: AFSCME

CLASSIFICATION SUMMARY:

Under general supervision, provides consulting services, project management, and performs professional, technical, and analytical duties related to the operation, maintenance, and enhancement of Citywide information systems. This position reports to the Information Technology (IT) Manager.

Responsibilities include analyzing and providing resolution of business process or software configuration issues; conducting business process analysis; designing and implementing process improvements; configuring complex system changes in various business applications; testing configurations and troubleshooting process issues; contributing to the maintenance, operation, and development of Citywide information systems and business processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

1. Provides support for software configuration and functionality.
2. Performs complex business analysis and configuration.
3. Monitors and applies regulatory and legal changes that affect business processes and software functionality.
4. Analyzes and documents processes and procedures for software applications.
5. Designs and develops new or enhanced systems and processes; evaluates design and technology alternatives.
6. Evaluates vendor product packages and determine their fit with City requirements; recommends hardware, network, and software requirements and writes specification documents.
7. Designs, tests, and implements complex configuration changes to business applications to meet end user requirements.
8. Gathers and documents software requirements.
9. Assists customers with business process design; performs independent research to identify solutions; reviews current configurations; determines workable solutions; consults with stakeholders to determine impact of proposed configuration changes; designs testing scenarios; assists with cost benefit analyses.
10. Responds to change requests.
11. Analyzes business rules, processes, and data requirements; identifies and analyzes complex, ambiguous, or conflicting work processes; research's solutions and resources.
12. Translates business requirements into configuration designs; troubleshoots and resolve post-implementation configuration issues.
13. Provides ongoing functional support for system applications; troubleshoots and resolves reported problems; tracks issues and document solutions.
14. Designs reports; identifies trends in end-user issues.

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15. Initiates training and other solutions to improve user performance; consults with stakeholders on training materials; write and maintain training content.
16. Consults with management-level staff, end users, other staff, and outside agencies regarding business needs, software solutions, and best practices.
17. Writes and coordinate business cases, gathers requirements, and completes gap analyses; researches technical and functional solutions; evaluates processes in relationship to business needs.
18. Serves as technical and functional lead over one or more software applications; plan, prioritizes, and tracks issues, assists staff with complex process and configuration analyses.
19. Anticipates future system needs; ensure documentation of system operations, changes, maintenance, and rules; seeks opportunities to improve efficiencies.
20. Researches, evaluates, implements, and administer third-party software tools to enhance software functionality and streamline business processes; collaborates with system vendors to identify and resolve technical issues; recommends changes and system updates.
21. Performs other duties as required and assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of software and other information systems.
- Business functions and relevant statutes, policies, regulations, and ordinances.
- Principles, practices, and techniques of systems analysis, and information technology and communications systems management, including application design, hardware and software applications, and equipment.
- Principles, tools, and techniques for information technology project planning and management.
- Modern databases, cloud databases, Windows server and how application interacts, rights management, and cybersecurity.

Skills and Abilities to:

- Design, test, implement, manage, and support complex technology solutions.
- Develop and deliver end user training.
- Communicate effectively, both verbally and in writing, present information, proposals, and recommendations clearly and persuasively.
- Apply analytic and problem-solving skills to develop sound, well-reasoned decisions, conclusions, and recommendations.
- Establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
- Analyze customer business, communication, and information technology needs; identify alternative technological approaches; develop integrated, efficient, and cost-effective implementation plans.
- Communicate complex technical information to both subject matter experts and lay persons in a professional and understandable manner.
- Analyze, interpret, and explain, business functions and relevant statutes, policies, regulations, and ordinances.
- Prepare and analyze complex reports.

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- Perform advance math.
- Establish and maintain effective working relationships.
- Work as a team member.
- Perform the essential functions of the job.

Required Education, Training and Experience

(Any combination of education and experience that has provided the knowledge, skills and abilities to perform the essential duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

- Bachelor's degree from an accredited college or university with major course work in business administration, information technology, computer science, or related field
- Four (4) years of progressively responsible experience with business systems analysis, including information system development, system configuration, business process analysis, and project management.
- Experience working for a public agency.

Licensing/Special Requirements:

- Project Management Institute Professional in Business Analysis (PMI PBA)
- International Institute of Business Analysis - Certification of Competency in Business Analysis (CCBA)
- Must be able to pass the departments and Department of Public Safety and Standards (DPSST) security clearance standards including review of driving record to become LEDS certified.
- Must possess, or be able to obtain by time of hire, a valid Oregon, or Washington State Driver's License.

SUPPLEMENTAL INFORMATION:

Supervision:

- This is not a supervisor position
- Works under the general direction of the IT Manager.

Working Conditions:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions.)

- Work is performed mostly in office settings with extensive computer workstation inflexibility.
- Frequent travel between City locations.
- Frequently must look at and access information from video display terminal.
- Occasional evening and weekend work to maintain systems.
- Frequent interruptions while working on technical information.
- Minimal or no advance notice to changes in priorities.

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The job classification description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Classification History:

Drafted: 8/5/21

Adopted: 8/19/21

Revised: